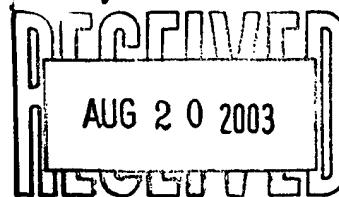


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SP-185
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Attorney Docket No. FINL-002/00US

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Date: August 15, 2003 By: Sherry Duncan Bitler

Sherry Duncan Bitler

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of BURGIN et al.

Serial No.: 09/944,836

Examiner: [Not Yet Assigned]

Confirmation No.: 3316

Art Unit: 2185

Filed: 08/31/2001

For: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

AUG 19 2003

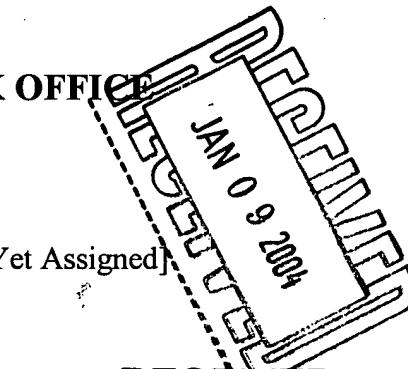
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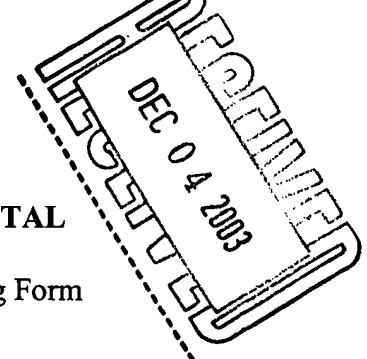
INFORMATION DISCLOSURE STATEMENT TRANSMITTAL

Enclosed is an Information Disclosure Statement and accompanying Form PTO/SB/08A for the above-identified patent application.

- In accordance with 37 C.F.R. §1.97(b), no additional fee for submission of the IDS is required.
- In accordance with 37 C.F.R. §1.97(c), also enclosed is:
 - the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p); or
 - a statement as specified in 37 C.F.R. §1.97(e).
- In accordance with 37 C.F.R. §1.97(d), a statement as specified in 37 C.F.R. § 1.97(e) and the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p) are also enclosed.
- Check No. ___ in the amount of \$___ for the total fee is attached.
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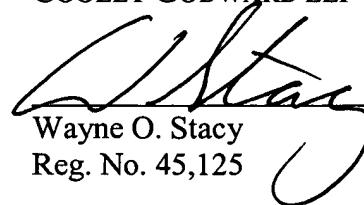
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The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

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Respectfully submitted,
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Attorney Docket No. FINL-002/00US

PATENT

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Date: August 15, 2003

By: Sherry Duncan Bitler
Sherry Duncan Bitler

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Serial No.: 09/944,836

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INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. §1.97(b)

In accordance with the duty of disclosure set forth in 37 C.F.R. §1.56,
 Applicant(s) hereby submits the following information in conformance with 37 C.F.R.
 §§1.97 and 1.98.

- Pursuant to 37 C.F.R. §1.98, a copy of each document cited in the attached Form PTO/SB/08 is enclosed.
- No copies of the publications listed on the attached Form PTO/SB/08A are being provided pursuant to 37 C.F.R. §1.98(d) because the publications were previously cited by or submitted to the Office in prior Application Serial No. __ to which the above-identified application claims priority under 35 U.S.C. §120.
- Publication(s) __ listed on the attached Form PTO/SB/08A were cited in a foreign search or examination report corresponding to __ application serial no. __ and mailed on __.

- Enclosed is a copy of a non-English publication(s) _____. Pursuant to §609 of the M.P.E.P., Applicant submits the attached foreign search or examination report, which cites such non-English language publication(s).
- Enclosed is a copy of a non-English publication(s) _____. English language publication ____ (copy enclosed) claims priority from this non-English publication.
- Enclosed is an explanation of non-English publication(s) ____ for which an English translation is not available.
- Enclosed is an English translation of non-English publication(s) ____ cited in the attached Form PTO/SB/08A.
- Enclosed is a copy of patent Application Serial No. _____.

This Information Disclosure Statement is filed within any one of the following time periods:

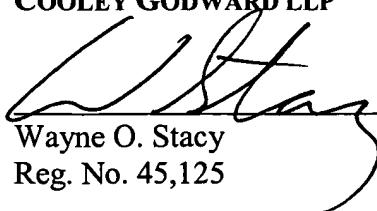
- within three months from the filing date of this national application other than a CPA under 37 C.F.R. § 1.53(d);
- within three months from the date of entry of the national stage as set forth in 37 C.F.R. §1.491 in this international application;
- before the mailing date of a first office action on the merits; or
- before the mailing of a first office action after the filing of a request for continued examination under 37 C.F.R. § 1.114.

It is respectfully requested that the Examiner consider the above-noted information and return an initialed copy of the attached Form PTO/SB/08A to the undersigned.

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By:

Respectfully submitted,
COOLEY GODWARD LLP


Wayne O. Stacy
Reg. No. 45,125



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PTO/SB/08A (08-00)

Substitute for form 1449A/PTO				<i>Complete if Known</i>	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>					
Sheet	1	of	1	Application Number	09/944,836
				Filing Date	08/31/2001
				First Named Inventor	Burgin et al.
				Group Art Unit	2185
				Examiner Name	[Not Yet Assigned]
				Attorney Docket Number	FINL-002/00US
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				AUG 19 2003	

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U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)		
		5,630,025		Dolby et al.	05/13/1997
		5,877,966		Morris et al.	03/02/1999

FOREIGN PATENT DOCUMENTS							
Examiner Initials*	Cite No. ¹	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	T ⁶
		Office ³	Number ⁴	Kind Code ⁵ (if known)			
		EP	0 829 996 A2		AT&T Corp.	03/18/1998	
		WO	99/01826		Business Evolution, Inc.	01/14/1999	
		WO	00/29977		CCH Incorporated	05/25/2000	

OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS						
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.				T ²
		Poleretzky Z et al: "The Call Center & e-Commerce Convergence" Dialog ABI/Inform(R), XP002949410 2001				
		Attardi G et al: "Web-based Configuration Assistants" Artificial Intelligence for Engineering Design, Analysis and Manufacturing, London, GB, vol. 12, no. 4, September 1998 (1998-09) pages 321-331, XP002902516				

Examiner Signature		Date Considered	
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¹ Unique citation designation number.

² See attached Kinds of U.S. Patent Documents.

³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).

⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

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